CUSTOMER VALUE PARTNERS

Be Better.

THE *MIPS* MOBILE APP CHALLENGE
(PHASE 1 – IDEATION)

DESIGN NOTES
&
INFORMATION

SUBMITTED BY
ENRICO BERMUDEZ
CUSTOMER VALUE PARTNERS

MUTUAL RESPECT

INTENSE CLIENT FOCUS

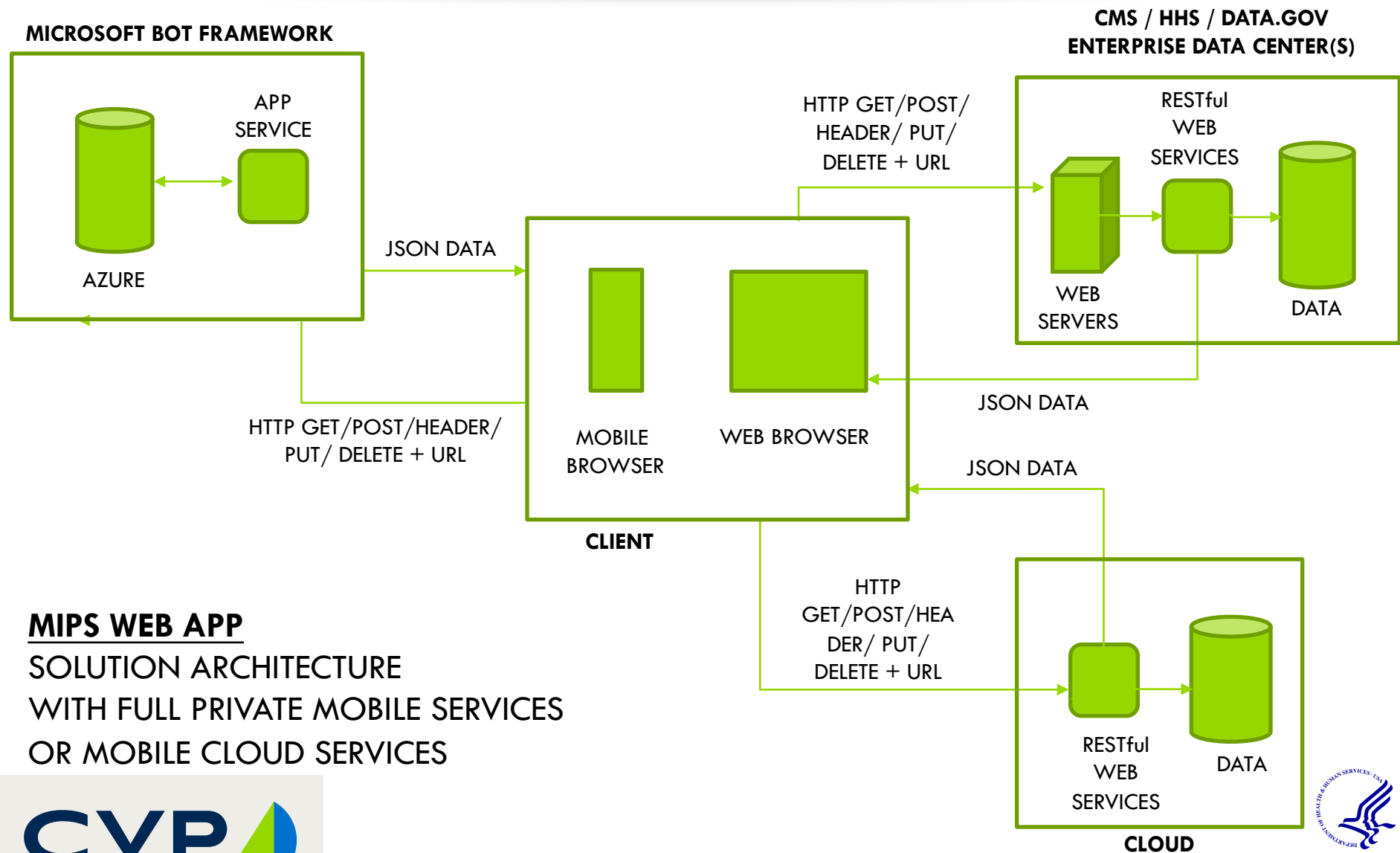**UNCOMPROMISING INTEGRITY**

INDIVIDUAL RESPONSIBILITY AND GROWTH

Artifacts Provided

1. MIPS Mobile App – Overview Video (Runtime: 7 min and 7 seconds)
   - In mp4 file format (separate file, MIPS_Mobile_App_by_CVP_20160814.mp4) (this file is recommended for viewing)
   - As a YouTube URL: https://youtu.be/yVx3PyHiy7o

2. URL for the prototype (using Prott):
   - https://prottapp.com/p/1ecc8c#/
   - Password: pass#sgdlcvp

3. Wireframes and Vector files
   - Filename: Wireframes_and_Vector_files.zip

4. Another version of this slide deck (in pdf format)
   - Filename: MIPS_Mobile_App_README.pdf

5. This file: MIPS_Mobile_App_README.pptx

High Level Technical Design Diagram

MICROSOFT BOT FRAMEWORK

APP SERVICE

AZURE

CMS / HHS / DATA.GOV ENTERPRISE DATA CENTER(S)

RESTful WEB SERVICES

WEB SERVERS

DATA

HTTP GET/POST/ HEADER/ PUT/ DELETE + URL

JSON DATA

JSON DATA

HTTP GET/POST/HEADER/ PUT/ DELETE + URL

MOBILE BROWSER

WEB BROWSER

CLIENT

JSON DATA

HTTP GET/POST/HEA DER/ PUT/ DELETE + URL

RESTful WEB SERVICES

DATA

CLOUD

MIPS WEB APP
SOLUTION ARCHITECTURE
WITH FULL PRIVATE MOBILE SERVICES
OR MOBILE CLOUD SERVICES

CVP

The *MIPS* Mobile App

- Leverages Data and Web Services already provided by HHS (and other U.S. Federal agencies, if available)

- May use, if possible, the Identity Management systems used by PECOS (I&A Mgmt System), the Medicare Learning Network, or the Enterprise Identity Management (EIDM) System

- Uses Physician Compare data and incentives program data
  - Data from Physician Compare, Data.gov, etc.

- For the intelligent chat bot: use Microsoft Bot Framework

- For News: use current CMS and HHS news feeds

- For CME and education modules: use the Medicare Learning Network (MLN) and the CMS Learning Management System (LMS)

User Feedback During the Mobile App Design

CVP consulted with:

- ◆ Primary and Specialty care physicians

- ◆ EHR vendors

- ◆ Healthcare Administrators + Healthcare IT professionals

- ◆ Quality Analysts

- ◆ Mobile App Design Specialists

- ◆ Microsoft Bot Framework experts

- ◆ Quality Improvement Organization

During the design…

Healthcare providers we consulted were given the highest priority in determining:

- Features of the mobile app

- User experience and flow

- Specificity of information to individual users (based on profile of the logged-in healthcare professional)

- Which features to be eliminated from initial design ideas

- Individualized attention to the specialty of the logged-in user

- Which questions to answer in the "About" (i.e. about MIPS) feature tab of the mobile app

- Length of reading materials (short answers first… then longer reading sections for further info)

Use of the chat bot (and the Microsoft Bot Framework)

- Like Apple's Siri and Amazon's Alexa… only focused on MIPS and MACRA

- Can offer immediate help and information to the mobile app user

- Just a few of the many use-cases:

  - Answer "how do I improve my MIPS Performance Scores?"

  - Answer "when are my MIPS-related reports due?"

  - Answer "tell me the status of the proposed policy for the calendar year 2017 Medicare Physician Fee Schedule."

  - Answer "what is the most commonly used quality measures by physicians of my specialty in PQRS reporting?"

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